INFOCU5

Affiliate Development Resources

Dialer

Version 3.1
API Documentation

About
The INFOCU5 Dialer API allows affiliates to post customer leads to a list of approved 3rd party dialers via one central location and retrieve call record data. You will be assigned a unique 'id' and 'key' set to begin using this tool. The API accepts post data in JSON format.

Location
The Dialer API is located at the following URL:
https://api.infocu5.com/dialer/

CALL FUNCTIONS
Functions are defined in the 'dialerFunction' JSON field (e.g. "dialerFunction":"addLeads").The API supports the following functions:

getAgents
getCalls
getCampaigns

CALL FUNCTION: getAgents

Fetches a list of all current agents available. The results may include agents under your own affiliate and agents you are able to interact with, filtered by a variable.

Variables

The API takes the following variables posted in JSON format:

Name	Required	Value
affiliateID	Y	12 character alphanumeric id string assigned to affiliates
affiliateKey	Y	32 character alphanumeric password string assigned to affiliates
dialerFunction	Y	"getAgents"
showAll	Y	"y" / "n" Selecting "y" will return all agents available to you. Selecting "n" will return only agents under your affiliate

Response

The API returns the following variables in JSON format:

Name	Value
responseCode	Numeric code representing the result of the call
responseMessage	Descriptive message of the result of the call
responseDetails	Array of agents returned by the call

**responseDetails
(array structure)**

agentID	ID of Agent
agentNameFirst	Agent first name
agentNameLast	Agent last name

Response Codes
The API will return the following response codes in JSON format:

Code	Value
1	Success
80	Improperly formatted request (JSON format required)
100	Invalid ID and Transaction Key combination
341	No Agents available
800	Invalid function
900	The interface encountered an error

Example JSON format
The following is an example of a properly formatted JSON data structure for the API post:

```
{
    "affiliateID": "_AFFILIATE_ID_",
    "affiliateKey": "_AFFILIATE_KEY_",
    "dialerFunction": "getAgents",
    "showAll": "y"
}
```

The following is an example of a JSON formatted return result for a successful transaction:

```
{
    "responseCode": 1,
    "responseMessage": "Success",
    "responseDetails": [
        {
            "agentID": _AGENT_ID_,
            "agentNameFirst": "First",
```

```
      "agentNameLast": "Last"
    }
  ]
}
```

The following is an example of a JSON formatted return result for an unsuccessful transaction:

```
{
  "responseCode": 100,
  "responseMessage": "Invalid ID and Transaction Key combination"
}
```

CALL FUNCTION: getCalls
Fetches a list of call records available, filtered by several variables.

Variables
The API takes the following variables posted in JSON format:

Name	Required	Value
affiliateID	Y	12 character alphanumeric id string assigned to affiliates
affiliateKey	Y	32 character alphanumeric password string assigned to affiliates
dialerFunction	Y	"getCalls"
dateStart	Y	Start search date & time of record. ISO format with UTC offset (e.g. 2022-01-01T00:13:13+00:00)
dateEnd	Y	End search date & time of record. ISO format with UTC offset (e.g. 2022-01-01T13:13:13+00:00)
filterCampaigns	N	Array of campaign IDs associated with the call (can be found with the 'getCampaigns' method)
filterAgents	N	Array of agent IDs associated with the call (can be found with the 'getAgents' method)

Response
The API returns the following variables in JSON format:

Name	Value
responseCode	Numeric code representing the result of the call
responseMessage	Descriptive message of the result of the call

responseDetails   Array of call records returned by the call

**responseDetails
(array structure)**

callID	ID of Call
callDate	Date & time of call in ISO format (in GMT)
callCampaignID	ID of campaign associated with call
callCampaignName	Name of campaign associated with call
callListID	ID of list associated with call
callListName	Name of list associated with call
callAgentName	Name of agent who handled call
callContact	Name of call contact/customer
callType	Call type (Inbound or Outbound)
callNumberInbound	Inbound phone number
callNumberOutbound	Outbound phone number
callTime	Total duration of call
callQueueTime	Queue duration of call
callTalkTime	Talk duration of call
callHoldTime	Hold duration of call
callHandleTime	Agent handle time of call
callAfterCallWorkTime	Agent after call work time

Response Codes
The API will return the following response codes in JSON format:

Code	Value
1	Success
80	Improperly formatted request (JSON format required)
100	Invalid ID and Transaction Key combination
340	No Calls found
800	Invalid function
900	The interface encountered an error

Example JSON format
The following is an example of a properly formatted JSON data structure for the API post:

{

```
    "affiliateID": "_AFFILIATE_ID_",
    "affiliateKey": "_AFFILIATE_KEY_",
    "dialerFunction": "getCalls",
    "dateStart": "2022-01-01T00:00:00+00:00",
    "dateEnd": "2022-01-01T23:59:59+00:00",
}
```

The following is an example of a JSON formatted return result for a successful transaction:

```
{
    "responseCode": 1,
    "responseMessage": "Success",
    "responseDetails": {
        "_CALL_ID_": {
                "callDate": "2022-01-01T20:58:19+00:00",
                "callCampaignID": "_CAMPAIGN_ID_",
                "callCampaignName": "Campaign Name",
                "callListID": "_LIST_ID_",
                "callListName": "List Name",
                "callAgentName": "Agent Name",
                "callContact": "Contact Name",
                "callType": "Inbound",
                "callNumberInbound": "8885551212",
                "callNumberOutbound": "8885551313",
                "callTime": "00:20:27",
                "callQueueTime": "00:01:49",
                "callTalkTime": "00:24:07",
                "callHoldTime": "00:00:00",
                "callHandleTime": "00:18:37",
                "callAfterCallWorkTime": "00:00:03"
        }
    }
}
```

The following is an example of a JSON formatted return result for an unsuccessful transaction:

```
{
    "responseCode": 100,
    "responseMessage": "Invalid ID and Transaction Key combination"
}
```

CALL FUNCTION: getCampaigns

Fetches a list of all current campaigns available. The results may include campaigns you own and campaigns you are able to interact with, filtered by a variable.

Variables

The API takes the following variables posted in JSON format:

Name	Required	Value
affiliateID	Y	12 character alphanumeric id string assigned to affiliates
affiliateKey	Y	32 character alphanumeric password string assigned to affiliates
dialerFunction	Y	"getCampaigns"
showAll	Y	"y" / "n"
		Selecting "y" will return all campaigns available to you. Selecting "n" will return only campaigns owned by you

Response

The API returns the following variables in JSON format:

Name	Value
responseCode	Numeric code representing the result of the call
responseMessage	Descriptive message of the result of the call
responseDetails	Array of campaigns returned by the call

responseDetails
(array structure)

```
campaignID                      ID of Campaign
campaignName                    Campaign Name
campaignLists                   Array of dialer lists associated with campaign
{
    dialerID                    Dialer ID
    dialerName                  Dialer Name
    fields                      Array of fields available in the list
    {ex.
        leadNameFirst
        leadNameLast
        leadPhone
    }
}
```

Response Codes
The API will return the following response codes in JSON format:

Code	Value
1	Success
80	Improperly formatted request (JSON format required)
100	Invalid ID and Transaction Key combination
340	No Campaigns available
800	Invalid function
900	The interface encountered an error

Example JSON format
The following is an example of a properly formatted JSON data structure for the API post:

```
{
    "affiliateID": "_AFFILIATE_ID_",
    "affiliateKey": "_AFFILIATE_KEY_",
    "dialerFunction": "getCampaigns",
    "showAll": "y"
}
```

The following is an example of a JSON formatted return result for a successful transaction:

```
{
    "responseCode": 1,
    "responseMessage": "Success",
    "responseDetails": [
        {
            "campaignID": "1111",
            "campaignName": "Campaign Name",
            "campaignProducts": [
                {
                    "listID": "111000",
                    "listName": "List Name",
                    "listMapping": [
                        {
                            "dialerID": "_UNIQUE_DIALER_ID_",
                            "dialerName": "Dialer Name",
                            "fields": [
                                "leadNameFirst",
                                "leadNameLast",
                                "leadAddress",
                                "leadAddress2",
                                "leadCity",
                                "leadState",
                                "leadZip",
                                "leadCountry",
                                "leadPhone",
                                "leadPhone2",
                                "leadEmail",
                                "leadIPAddress",
                                "leadCompany",
                                "leadGender",
                                "leadCCNumber",
                                "leadProductList"
                            ]
                        }
                    ]
                }
            ]
        }
    ]
}
```

The following is an example of a JSON formatted return result for an unsuccessful transaction:

```
{
    "responseCode": 100,
    "responseMessage": "Invalid ID and Transaction Key combination"
}
```